



THE CITY OF SAN DIEGO

Development Services

Customer Bill of Rights

Development Services Staff is pleased to work with you on your development projects. We strive for an atmosphere of mutual respect, courtesy and accountability on both sides of the table.

1. You have the right to make an appointment and receive prompt, courteous service by staff members who are concerned about your time and costs.
2. You have the right to receive the names of the Development Services staff who are serving you.
3. You have the right to receive a response by the next business day, when you leave a phone message requesting information from a staff member.
4. You have the right to receive a return phone call from your inspector by 10 a.m., when a message is left before 7:45 a.m.
5. You have the right to a second opinion and may always speak to a supervisor.
6. You have the right to receive information about the service you need and information explaining how to access that service.
7. You have the right to an estimate of costs and approximate time frames.
8. You have the right to an itemization of charges for your project and accountability for those charges.
9. You have the right to a written interpretation of regulations through our preliminary review process.
10. You have the right to equitable access of department information and services.
11. You have the right to be given priority if you are rerouted to a service area.
12. You have the right to an explanation of the purpose, when we request information from you.
13. You have the right to reliable and confidential ways to express your concerns and suggestions. We will listen and be responsive to your concerns.

Our Customer Representative is Lynda Pfeifer. She can be reached at (619) 687-5977.

The Development Services Customer Service Commitment

"We value and respect our customers.

We are dedicated to providing you professional, caring, and timely service."